



POINT OF SALE QUICK REFERENCE

TERMINAL # _____

AGENT HELP DESK 800-737-6367

**Michigan Department of Natural Resources
Licensing and Reservations**

IC 9407 (Rev. 02/25/2014)

ONLINE HELP

The DNR Point of Sale (POS) system is a Windows based system, and as such has an extensive online help function. Selecting the Help menu option on the left side of any page will display help on the current topic in the form of text and available video snippets to view on selected help topics.

There is also a Frequently Asked Questions (FAQ) section on your Point of Sale System that has been provided for an easy lookup of more detailed information on questions frequently asked.

GETTING HELP

The DNR Agent Help Desk is open from 8:00 a.m. until 5:30 p.m. Monday through Friday, excluding State holidays. Agents can call for help with DNR equipment, policies, regulations, financial issues, supplies, problems, and license questions. This helpdesk is for License Agent use only. When you call the DNR, please be prepared to provide your terminal number, phone number, and a brief description of the problem.

Agent Help Desk	800-737-6367
Supplies for POS	800-737-6367 option 1
Customer Help Desk	517-373-1204 / 517-284-6057
Report All Poaching	800-292-7800
Wildlife and Drawings	517-373-1263

EQUIPMENT PROBLEMS

If you are experiencing any problems with the equipment, and have already performed troubleshooting as described in the **Point of Sale (POS) Agent Hardware Manual** or in this **quick reference workbook**, please call the DNR Agent Helpdesk at 800-737-6367 for assistance.

CONNECTIVITY PROBLEMS

If you are experiencing any problems with the internet, and have already performed troubleshooting as described in the **Point of Sale (POS) Agent Hardware Manual**, please call your internet service provider or your stores network administrator for assistance.

LICENSE QUESTIONS

For questions concerning hunting and fishing licenses, you can refer to the hunting and trapping digest, fishing guide, special hunt digests or select the Most Accessed Digests link on the left side of the page within the DNR POS system. You can also access the DNR website at www.michigan.gov/dnr utilizing a personal computer. A supply of all available digests will arrive approximately a week before the season, including special application drawings. When you need to re-order more digests, please call the DNR Agent Helpdesk at 800-737-6367.

NETWORKING

If the POS device is installed on a closed corporate network, the DNR recommends allowing the POS source IP address unrestricted access to get to the public internet through the corporate firewalls. The Point of Sale system is configured to prevent unrestricted navigation on the public internet. It is locked down to only allow navigation to DNR approved sites.

If allowing the POS unrestricted access to the public internet through the corporate firewalls is not possible, the following traffic must be allowed for the POS system to function normally. This is an update from initial setups which took place between March 1, 2012 and Feb 20, 2013.

The following are addresses that must be in place by February 21, 2013:

- ❖ 66.54.38.60- HPCA Primary
- ❖ 66.54.38.61- HPCA Secondary
 - The HPCA servers require ports 443 and 444 to be open.
- ❖ 66.54.38.58- www.dnr-pos.com
 - The DNR-POS site is entirely under SSL, so port 443 is the only one needed
- ❖ 65.55.21.24 - time.windows.com
 - (to keep the system clock in sync) Microsoft Time sync uses port 123
- ❖ 129.33.81.41 - www.michigan.gov (the DNR site is a subset off this)
- ❖ 136.181.145.53 - secure1.state.mi.us and www.dnr.state.mi.us
 - The state of Michigan sites should have ports 80 and 443 open to them
- ❖ As for Symantec, LiveUpdate needs access to ports 80 (HTTP), 21 (FTP) and 443 (HTTPS).
 - liveupdate.symantecliveupdate.com
 - liveupdate.symantec.com
 - update.symantec.com
 - **Please note:** Symantec does not provide IP addresses because they are dynamic and can change.

Also, please note, your POS II computer is set up to have windows automatic updates turned off. You might get a pop up window from time to time from Windows asking you to change this setting. The auto updates should remain off, all new software updates will be tested and reviewed before they are pushed to your PC.

KEYBOARD SHORTCUTS

Your licensing terminal is configured on a Windows XP operating system. Windows has a large number of general keyboard shortcuts that will allow you to maneuver through the system with fewer clicks and screens. Here is a list of a handy few:



Windows Logo Key on Keyboard

Keyboard Shortcuts	Action
CTRL + F4 or ALT + F4	Close the active console window Close the active item
CTRL + Minus Sign CTRL + Plus Sign	Decreases Font size Increases Font size
Windows Logo + D	Display the desktop
Windows Logo or CTRL + ESC	Display the Start menu
HOME END	Display the top of the active window Display the bottom of the active window
ALT + TAB	Switch between the open windows
F5 key	Refresh/Update the active window

QUICK SHUTDOWN

If you ever need to shut down your computer, the safest way is to close all running programs and then shut down through Windows before turning the power off. This will ensure your files are not corrupted.

Shut down using a Mouse or Touchpad:

- ❖ Click on the Start menu in the lower left hand corner
- ❖ Click on Shutdown
- ❖ When Windows prompts "What do you want the computer to do?" select the Shut Down option.

Shut down using Keyboard ONLY:


- ❖ Click on the Start menu or press the Windows logo key on your keyboard to open the start menu.
- ❖ Click on Shutdown or press the UP arrow to highlight shutdown and hit enter
- ❖ When Windows prompts "What do you want the computer to do?" press the UP or DOWN arrow until the selection shows Shut Down, then hit enter.

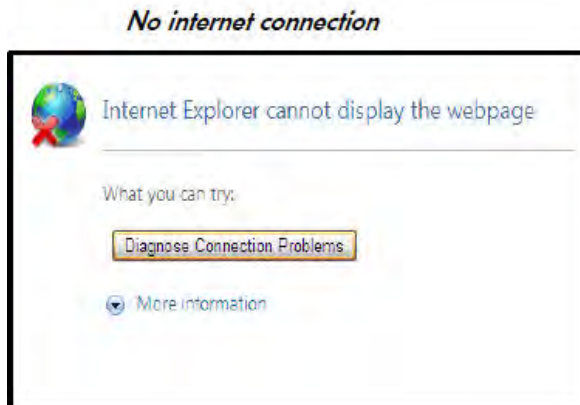
CONNECTIVITY ON YOUR EXISTING POS EQUIPMENT

Terminals that have an existing internet connection and have been selling licenses should do a few quick steps to determine why they are getting errors and who to call for help. If you need more detailed instruction please refer to page 38 of your POS II Hardware installation manual or call DNR Agent Support at 800-737-6367.

SCENARIO 1 - INTERNET EXPLORER ERROR ➡

STEP 1 – CLOSE WINDOWS

- ❖ To close your current internet window select Ctrl + F4 on your keyboard.
- ❖ If there are any other windows open, close them by clicking the red  in the upper right hand corner. Your desktop should be Blue with a DNR logo in the center.



STEP 2 – IS YOUR INTERNET CONNECTION WORKING

- ❖ If you have wireless internet (Wi-Fi), air card, jetpack, or dial-up internet, please check to make sure the connection is on and you are getting a wireless or dial-up signal.
 - Note: Air cards and Jetpacks by nature will timeout, fall asleep, or overheat periodically. Unplug the device or antenna from the POS , wait 30-60 seconds, and plug it back in. This should force a new connection.
- ❖ For Ethernet connections (Cable and DSL) please make sure your Ethernet cable is plugged in and your modem or router is powered on and showing no red lights. If any lights on the router or modem are blinking, please note this for future reference.

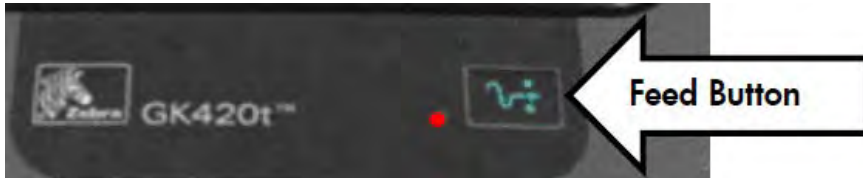
STEP 3- CAN YOU GET TO [HTTP://WWW.MICHIGAN.GOV](http://www.michigan.gov)

- ❖ Click on your Start Menu and choose Internet explorer. This page will probably fail since your home page is the same as the agent log in page.
 - Click once on the address bar at the top of the screen which will highlight the address in blue. Then press the backspace key to erase address. Type <http://www.michigan.gov> and hit Enter.
 - If your computer goes to the Michigan.gov website, there is some error in your DNS settings or network that is blocking the POS website from opening in your store. Call your network administrator or IT person for assistance. Please make sure to provide your network administrator with the IP address and Ports listed on Page 3.
 - If your computer does NOT go to Michigan.gov and there are no typos in the address bar, you do not have internet access. Call your Network Administrator or Internet Service Provider for assistance.

STEP 4- TRY AGAIN TO LOG IN OR CALL AGENT SUPPORT 800-737-6367 FOR ASSISTANCE

RE-SET LICENSE PRINTER SETTINGS

Your Zebra GK420t License Printer has a quick re-set option built in. If you are replacing the ribbon or refilling your existing Zebra printer with a new roll of license label stock, press the feed button to advance the license stock to the perforation (gap) between the licenses.



Hold the feed button down until the following sequence of flashes has occurred:

- The light will flash once and pause.
- The light will flash twice and pause.
- The light will flash three times and pause.
- The light will flash four times and pause.
- Immediately after the set of four flashes release the feed button.

The license label stock will automatically align and eject one or more labels out of the Zebra printer. The light will then turn a solid green. The printer is now ready to print a license.

LICENSE INFORMATION

DEFINITION OF A RESIDENT	<ul style="list-style-type: none"> ❖ A person who resides in a settled or permanent home or domicile in Michigan with the intention of remaining in Michigan, OR ❖ A student who is enrolled full time at a college or university within Michigan and who resides in the state during the school year, OR ❖ A person serving full time in the U.S. military and officially stationed in Michigan, OR ❖ A nonresident under 17 years of age may purchase resident and junior licenses. <p><i>The ownership of land in Michigan, by itself, is not a qualification for a resident license.</i></p>
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IDENTIFICATION INFORMATION	<ul style="list-style-type: none"> ❖ The following forms of identification may be accepted to issue a hunting or fishing license: <ul style="list-style-type: none"> • A valid Michigan Driver License. • A valid state of Michigan ID card (issued by the Secretary of State). • A Michigan DNR Sportcard (issued to non-residents, minors, or any individual who does not have a valid MI Driver's license or State ID.) <p>A new Sportcard must be issued if customers' information on an old Sportcard has changed. A free DNR ID card may be issued if a customer does not possess any of the above identification and wishes to purchase an ORV or Snowmobile Trail Permit ONLY.</p>
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LOST LICENSES	<ul style="list-style-type: none"> ❖ Full price will be charged to replace any license. ❖
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SPORTSPERSONS AGAINST HUNGER DONATIONS	<ul style="list-style-type: none"> ❖ Sales agents are required by law to ask all license customers if they wish to donate to the SPORTSPERSONS AGAINST HUNGER (SAH) program. ❖ The donation amounts are located under the Miscellaneous Category on your list of available items in amounts of \$1, \$5, \$10, and \$20. <p>For donations of other than above denominations, enter the easiest combination to get to the total donation. For example, a \$3 donation would require the entry of three \$1 donations. These items are not voidable, so be sure the information is entered accurately.</p>
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ATTEST STATEMENT	<ul style="list-style-type: none"> ❖ Sales Agents are required to read the Customer Attest Statement to each customer aloud during the checkout process of every sale.
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DISCOUNTS -	<ul style="list-style-type: none"> ❖ MI residents who are declared legally blind are eligible to purchase senior fishing licenses. ❖ MI Residents who present a letter from the Veterans Administration, verifying at least one of the following criteria, are eligible for free resident license(s) for which a lottery is not required: <ol style="list-style-type: none"> 1) Total and permanent disability and eligibility for veteran benefits at the 100% rate, or 2) Rated as individually unemployable <p>, ORV License, ORV Trail Permit, Snowmobile trail permit, and Special Drawing Applications are not discountable.</p>
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MILITARY - SPECIAL PROVISIONS	<p>A person serving full time in the U.S. military, who at the time of enlistment was a resident of the state and has maintained his or her residence in the state for the purposes of obtaining a Michigan driver license or Michigan voter registration card and is stationed outside of the state, may obtain all hunting and fishing licenses, except for licenses obtained by a lottery, at no cost. .</p>
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RULES FOR YOUNG HUNTERS

YOUTH UP TO 16 YEARS OF AGE	<ul style="list-style-type: none"> ❖ The table below explains youth regulations by species and appropriate license(s). ❖ Nonresidents up to and including 16 years old may purchase resident and junior licenses.
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However nonresidents, including youth, are not eligible to apply for a Michigan elk license.

Species	Age 9 Or younger	10-13 Years old	14-16 Years old
Base (includes Small Game) and Waterfowl	Yes ³	Yes ¹	Yes ¹
Turkey	Yes ³	Yes ¹	Yes ¹
Fur Harvester	Yes ³	Yes ¹	Yes ¹
Deer	Yes ^{2, 3}	Yes ^{1, 2}	Yes ¹
Bear	No	Yes ^{1, 2}	Yes ¹
Elk	No	Yes ^{1, 2}	Yes ¹

- 1) If hunter safety certified and accompanied by an adult 18 years or older, or a youth apprentice with an apprentice license and accompanied by a parent, guardian or someone 21 or older. "Accompanied by" requires the adult to be able to come to the immediate aid of the apprentice and stay within a distance from the apprentice which allows uninterrupted, unaided visual and verbal contact.
- 2) Youth less than 14 years of age may hunt using archery or crossbow on public and private lands. When using firearm equipment youth under 14 are restricted to private or commercial forest lands.
- 3) If in possession of a Mentored Youth Hunting license and accompanied by an adult mentor 21 years old or older with hunting experience. Mentor must also have a valid Michigan hunting license other than an apprentice license.

APPRENTICE (APC) HUNTING LICENSES

- ❖ A person (born on or after January 1, 1960) who does not have a hunter safety certificate may purchase an apprentice hunting license (APC).
- ❖ A residents or nonresidents apprentice hunter may purchase this license for up to two years before he or she must successfully complete a hunter safety course.
- ❖ Apprentice hunters under age 17, when afield, must be accompanied by a parent, guardian or someone 21 or older designated by their parent or guardian who possesses a valid, regular hunting license to hunt the same game as the apprentice hunter.
- ❖ Apprentice hunters 17 and older, when afield, must be accompanied by someone 21 or older, who possesses a valid, regular hunting license to hunt the same game as the APC hunter.
- ❖ A person may accompany no more than two apprentice hunters while hunting.

MENTORED YOUTH HUNT (MYH)

- ❖ Mentored Youth Hunting licenses are available to youth 9 or younger.
- ❖ The license is a "package license" that includes a base license (small game included), all-species fishing license, turkey license (spring and fall), one deer license and a fur harvester's license.
- ❖ A mentor must be at least 21 years old, have previous hunting experience, possess a current Michigan hunting license and are limited to two hunting devices (firearm, crossbow or bow).
- ❖ No limit on the number of children a mentor can have in the field with him or her. A youth hunter must be within arm's length of the mentor at all times when handling a hunting device and when in the act of hunting. The mentor shall ensure the hunting device is properly fitted and appropriately suited for the youth hunter. The mentor is responsible for the youth hunter's actions in the field.
- ❖ The youth hunter's deer tags can be used to hunt with archery or crossbow equipment on public or private lands, or with a firearm on private or Commercial Forest lands only.

FISHING LICENSES

- ❖ Fishing licenses are valid from March 1 of one year through March 31 of the following year.
- ❖ A fishing license is required for all persons 17 years of age or older.
- ❖ Senior licenses are available only to Michigan residents age 65 and older, or who are legally blind
- ❖ Fish All Species, 24 hour, and 72 hour fishing license allow anglers to fish for all species
- ❖ More information is available in the Michigan Fishing Guide.

HUNTER SAFETY

- ❖ Michigan law requires that all hunters born on or after January 1, 1960, complete hunter safety.
- ❖ Michigan will accept hunter safety certificates or previous hunting licenses from other states as valid proof of completion.
- ❖ Hunters must present their hunter safety certificate, previous hunting license, or sign their license in the presence of the license dealer. This also applies to hunters who intend to hunt furbearers under a fur harvester license. All licenses must be signed to be legal before hunting or fishing.
- ❖ Hunters are able to participate in hunting under the Apprentice Program for up to 2 license years before hunter safety is required. There are additional restrictions on Apprentice hunters, detailed in the apprentice section above.

HUNTING LICENSES

BASE LICENSE (INCLUDES SMALL GAME)

- ❖ All Hunters are required by law to have a base license.
- ❖ Hunters under 10 can hunt small game with a Mentored Youth Hunt license.
- ❖ Hunters purchasing the non-resident 3 day small game license will have a receipt only for the designated 3 day hunt period.
- ❖ Information can be located in the current Hunting and Trapping Digest for game to be taken with this license and dates of specific hunting periods.

DEER

- ❖ There are special antler point restrictions for certain areas in the state. Details can be located in the current Hunting and Trapping Digest.
- ❖ There is a two-buck limit per year per hunter. This means a person is limited to purchasing only two kill tags for taking an antlered (buck) deer. A person may purchase one deer license **OR** one combination license.
- ❖ Youth Hunters 9 and younger will get 2 deer licenses in the Mentored Youth Hunt package.

DEER LICENSE

- ❖ It is unlawful to purchase more than one deer hunting license.
- ❖ Residents and nonresidents 10 years of age or older may take a deer with at least one antler three inches or longer during the archery, firearm or muzzleloading seasons, except in units that have other antler restriction regulations.*
- ❖ Youth hunters have additional restrictions, information can be found on page 8.

❖ .

- ❖ Residents and nonresidents 10 or older may take one antlered or antlerless deer during the Oct 1-Nov 14 or Dec 1-Jan 1 bow and arrow deer season.

COMBINATION DEER

- ❖ It is unlawful to purchase a Combination Deer License in conjunction with single Deer license..
- ❖ A Hunter can use both kill tags in the firearm seasons, both in archery seasons, or one in each.
- ❖ A legal antler point must be at least one inch long.
- ❖ Combination Tags in the Lower Peninsula:
 - The regular combination kill tag can be used in the archery season to tag either an antlered or antlerless deer. The regular combination tag can be used in the firearm seasons to tag a legal (3 inches or longer antler) antlered deer of any size except for those areas with exceptions.
 - The restricted combination kill tag can be used in the archery season to tag an antlerless deer. It also can be used to tag an antlered deer during either the archery or firearm seasons if the antlered deer has at least one antler with four or more antler points.
- ❖ Combination Tags in the Upper Peninsula:
 - The regular combination kill tag can be used in the archery season to tag either an antlered or antlerless deer. The regular combination tag can be used in the firearm seasons to tag an antlered deer has at least one antler with three or more antler points.
 - The restricted combination kill tag can be used in the archery season to tag an antlerless deer. It also can be used to tag an antlered deer during either the archery or firearm seasons if the antlered deer has at least one antler with four or more antler points.

*SPECIAL ANTLER POINT RESTRICTIONS

- ❖ Restrictions are subject to change; please consult your current Hunting and Trapping Digest for the most up to date information.
- ❖ As of 2012 there are special antler point restrictions in the following DMU's depending on the type of license purchased.

Comment [DK1]: Maybe we should just get rid of the table since it most likely will be continually changing.

License	1 antler at least 3" long	2 legal points on one side*	3 legal points on one side*	4 legal points on one side*
Combination Regular	Lower Peninsula except DMUs 045, 115 & 487	DMU 245	Upper Peninsula and DMUs 045, 115 & 487	
Combination Restricted				Statewide
Firearm	Statewide except DMUs 045, 115, 117, 122, 135 & 245	DMUs 117, 135 & 245	DMUs 045, 115 & 122	
Archery	Statewide except DMUs 045, 115, 117, 122, 135 & 245	DMUs 117, 135 & 245	DMUs 045, 115 & 122	

*A legal antler point must be at least one inch long.

WATERFOWL

- ❖ The MI Waterfowl license is required for all residents and nonresidents age 16 and older. All

waterfowl hunters also must purchase a Michigan small game hunting license and a Federal Migratory Bird Hunting Stamp.

FUR HARVESTER

- ❖ All persons who hunt and trap furbearing animals must have a valid fur harvester license. See the hunting and trapping guide for a list of furbearing animal species and exceptions to the regulations, seasons, and legal zones and units, and bag limits.
- ❖ Youths under age 10 may not possess a firearm while trapping.
- ❖ A Junior Resident Fur Harvester -Trap Only license is available to youths without hunter safety training. It is unlawful to use a firearm with this license.
- ❖ The Nonresident Fur Harvester License does not go on sale until November 15. This license is valid only from November 15 through the regular season closing dates. Residents of Wisconsin, Minnesota, North Dakota, South Dakota and the province of Ontario cannot purchase a Michigan Nonresident Fur Harvester License.

FUR BEARER

- ❖ A person who intends to harvest bobcat, otter, or marten must request and shall be issued free kills tags for these species. Free tags will be available from Sept 15 through the last day of the hunting and trapping season for that furbearer.
- ❖ Fur Bearer tags are not available to Non-Residents.

RECREATIONAL VEHICLES

OFF-ROAD VEHICLE (ORV)

- ❖ An ORV License is required on any motor vehicle operated off roads on public lands.
- ❖ An ORV Trail Permit is required when operating on a designated ORV trail, route or area.
- ❖ Private land owner, owners' family members, and their invited guests operating exclusively on the owner's private property do not require an ORV license.
- ❖ ORV Licenses are required for use on frozen surface of public waters.
- ❖ See the Michigan Off-Road Vehicle Guide online for further information.

SNOWMOBILE

- ❖ A Snowmobile trail permit is required on all snowmobiles being operated in Michigan except when used solely for transportation on the frozen surface of public waters for ice fishing.
- ❖ Snowmobiles are exempt from registration and having a trail permit if they are:
 - Operated exclusively on lands owned or under the control of the owner.
 - Used **solely** for transportation on the frozen surface of public waters for ice fishing is exempt from the trail sticker requirement, but must still be registered.
- ❖ See the Michigan Snowmobile Regulations guide for further information.

APPLICATIONS

- ❖ For all applications, it is the customers' responsibility to ensure all information on the application is properly entered. Errors can be corrected any time before the drawing is held, after the selection process any corrections will not affect the drawing results.
- ❖ See corresponding Digests for the application details, leftover license(s), season dates, and bag limits.

SPRING AND FALL TURKEY APPLICATIONS

- ❖ Application period for the spring hunt is January 1 through February 1 of each year.
- ❖ Application period for the fall hunt is July 1 through August 1 of each year.
- ❖ There are a total of 2 people allowed in a party.
- ❖ Entering the drawing as a party does not increase the applicant's odds of drawing a tag.
- ❖ The party ID assigned to each party is entered in the drawing once.

ANTLERLESS DEER APPLICATION

- ❖ Application period is July 15 through August 15 of each year.
- ❖ Customers may submit a single application only, either for public or private land (not both).
- ❖ When applying for a private land antlerless deer license, the telephone number of the private land owner is required.
- ❖ During the Antlerless Deer application period the Junior Antlerless Deer licenses are for sale. The POS system will prompt for a phone number on private land or public land. When license is issued for public land a phone number of 999-999-9999 may be entered. Private land licenses require a land owner's phone number.

RESERVED WATERFOWL HUNT APPLICATION

- ❖ Application period is August 1 through August 28 of each year.
- ❖ Reserved hunts prevent early season overcrowding at managed waterfowl areas, allowing reservation holders to hunt with minimal competition from other participants.
- ❖ The successful applicant will fulfill with Waterfowl Area Use Permits (daily or annual), and will also need a small game license, waterfowl hunting license and federal duck stamp.

BEAR APPLICATION

- ❖ Application period is May 1 – June 1 of each year.
- ❖ It is the customers' responsibility to ensure all information on the application is correct.
- ❖ Customers who purchased a Lifetime Comprehensive License between November 1988 and February 1990 can purchase a free Lifetime Bear Application during the application period.
- ❖ Customers can apply for a specific Bear management Unit, first and second choice areas, or a preference point only. Those who are not selected receive a preference point for future drawings.
- ❖ Customer's points will go return to zero if they draw a tag or if they do not apply for 3 consecutive years.
- ❖ There are a total of four (4) people allowed in a party.
 - The party ID assigned to each party is entered in the drawing once.
 - Entering the drawing as a party does not increase the applicant's odds of drawing a tag.
 - A party's preference point standing will equal that of the party member with the fewest points.
- ❖ Adult applicants, 17 years of age or older, who are successful in the license lottery, may transfer their drawing success to any youth 10-16 years of age, or to any person of legal hunting age with an advanced illness. Youth and persons with an advanced illness must have applied during the current application period to receive someone's drawing success.

ELK APPLICATION

- ❖ Application period is May 1 – June 1 and is available for residents only.
- ❖ Hunters are selected for an Elk License using a random weighted lottery system.
- ❖ Hunters will receive one additional "chance" in future drawings each year they apply for an elk license and are unsuccessful in the drawing, starting with 2003 applications.
- ❖ Applicants have the option to purchase a "chance only" instead of applying for a license, allowing individuals to maintain their application history and acquire an additional "chance" for future years, without the possibility of being drawn for a license in the current year.

- ❖ Persons who fail to apply for an Elk License for 3 consecutive years will lose previous “chances”.
- ❖ Beginning in 2004 a person issued an Antlerless-Only Elk License is ineligible to apply for, obtain, or purchase an Elk License for ten (10) years. A person issued an Any Elk License, which allows the taking of a bull elk, is ineligible to apply for, obtain, or purchase a future Elk License for the remainder of their life. A person issued an Any Elk License prior to 2004 is ineligible to apply for, obtain, or purchase an Elk License for ten (10) years.

PURE MICHIGAN APPLICATION

- ❖ Application period is March 1 – December 31 and is available for residents only.
- ❖ There is no limit on the amount of applications a customer can purchase.
- ❖ There will be 3 winners drawn in January each year.
- ❖ Winners will receive a package including licenses for Elk, Bear, Turkey, Antlerless deer and first pick at a managed waterfowl area.